



**INCREASED
PRODUCTIVITY FOR
TECHNICIANS**

CUSTOMER

PORTOMATIC specialises in installing, maintaining and repairing automatic garage doors and gates in Brussels and Brabant (Belgium). A team of technicians work 24/7.

BUSINESS ISSUES

- Improve productivity whilst reducing technician response times
- Increase the number of daily call-out operations
- Locate the nearest technician with the right parts for installing or repairing, via GPS, as quickly as possible.

THE SOLUTION

- An end-to-end “everpad by econocom” solution including preparation, delivery, installation, financing and replacing existing smartphones, with Emixis’ Aidoo Mobile “Workforce Management” application
- Implementation and running of an integrated solution to address technicians’ mobile requirements.

CUSTOMER BENEFITS

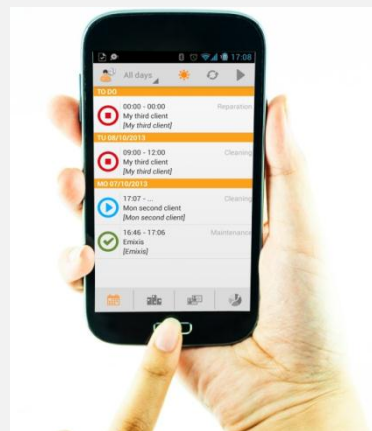
- On-site interventions: increased productivity and the possibility to serve new clients
- Organisation: assigning the right technicians with the right skills for the right mission
- Administration: automated order management and optimised stock for repair parts
- Invoicing: invoices sent automatically and directly, meaning faster cash collection

econocom **smart^e**
solution industry



THE CONTRACT

- Delivery, configuration and installation of smartphones with the option to upgrade to a more recent model after 24 months
- Break & fix and swap insurance
- Technical support hotline
- A comprehensive solution for a fixed fee per user per month for 24 months



KEY FIGURES

- Number of on-site interventions per day: 4-6, resulting in an increase in revenue
- Invoicing: real-time invoicing rather than within a month
- Repairs: reduction of lead-times from 1 month to 1 day all over Belgium.

WHAT THE CLIENT SAYS

Mr Delvaux, Managing Director

“The Econocom-Aidoo Mobile bundle is really handy! We can send all the information about the operation to the technician in real time. He then enters his technical report on the app and a PDF report is sent directly to the client. It means we save and are more efficient.”